

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**TELECOMMUNICATIONS MANAGER
POLICE DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs administrative and supervisory work directing the emergency communications activities for Police through the Police Department. Reports to the Support Division Commander.

DISTINGUISHING FEATURES OF THE CLASS

Performs supervisory and administrative work directing the emergency communications operations of the Police Department. Trains, supervises, and schedules the work of the communications dispatch personnel, developing and recommending improvements in operating procedures, and participating in the continuing evaluation of the total communications system. Oversees the operation of a computer terminal connected to the Division of Criminal Information (DCI) and the National Crime Information Center (NCIC). Additional responsibilities include operational management of the City's 800 MHz radio system and computer aided dispatch system for Police. Serves as a member of division management team. Work is performed in accordance with standard departmental policies and procedures and is supplemented by specific instructions as necessary. Work under general supervision and is evaluated through conferences, observations, and the effectiveness of operations in the Communications Unit.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Assigns, directs and supervises activities of an emergency telecommunications staff, in accordance with directives of the Chief of Police and established policies, procedures and standards.

Ensures subordinates receive training required by assignments.

Assists and advises subordinates, as necessary, resolving problems as non-routine situations arise.

Administers or makes recommendations for routine personnel matters affecting subordinates, including recruiting, interviewing, hiring, training, assigning, scheduling,

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granting leave, appraising and disciplining, etc., submitting such records and reports as required by Department management.

Reviews procedures and operations and makes recommendations for modification and improvements.

Prepares and maintains procedures manuals for operating and training purposes; supervises the training program for new personnel.

Supervises and participates in the operation of a computer terminal connected with the Division of Criminal Information Network and National Crime Center to obtain driver's history, vehicle registration data and criminal record information; serves as liaison to SBI.

Compiles and maintains various files and records of telephone and radio communication.

Maintains a log sheet on all complaints and services requested.

Oversees operations of computer system and communications equipment, maintaining standards of operational capacity and ease of work flow; participates in planning and research to identify newly available software applications and their application to Department needs.

Serves on various Department and/or City boards and commissions, attending meetings and providing input based on expertise and observations, and as one of the Department's representatives to the Criminal Justice Information System.

ADDITIONAL JOB FUNCTIONS

Monitors expenditures and ensures adherence to budgets, purchases or approves purchase of equipment and supplies

Receives and investigates complaints pertaining to conduct of subordinate personnel, programs, procedures, etc.

Interviews various parties and reviews reports and prepares verbal and/or written responses and recommendations, as appropriate, prepares reports for Command Staff as requested.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the applicable communications system procedures, techniques, and regulations to include Police, Civil Defense, Disaster and Emergency dispatch operations.

Thorough knowledge of the operating characteristics of the communications equipment utilized in the system.

General knowledge of the principles of supervision, coordination, and administration.

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General knowledge of the functions, procedures, policies, and regulations of the Police Department.

Ability to make decisions, evaluations, and generalizations based on two years experience in supervision management of Police dispatching activities.

Skill in the operation of communication equipment and the DCI terminal.

Ability to plan, assign, and supervise the work of subordinates and to instruct them in proper work methods and procedures.

Ability to exercise sound judgment in emergency situations.

Ability to write reports and summary statement.

Ability to speak clearly, distinctly and politely.

Ability to maintain effective files, records and reports.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school and 6 to 9 years of progressively responsible experience in telecommunications or dispatching work, including two years experience in the supervision of police dispatching activities; and/or any equivalent combination of training and experience required to perform the essential position functions.

SPECIAL REQUIREMENT

Certification by the North Carolina State Bureau of Investigation's Division of Criminal Information on operation of the Division of Criminal Information Network and certification through the North Carolina Sheriff's Training and Standards Commission as a Telecommunicator.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

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Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job levels.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 18
Exempt